

# **STATEMENT OF WORK**

## **EVALUATION PROJECT:**

### **CONTENT MANAGEMENT FOR THE ENTERPRISE WEB INTERWOVEN'S "TEAMSITE" SUITE OF PRODUCTS**

**STATE OF UTAH  
INFORMATION TECHNOLOGY SERVICES  
UTAH DEPARTMENT OF HEALTH**

**And**

**INTERWOVEN INCORPORATED**

**DRAFT 1 - JULY 28, 2000**

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## 1 INTRODUCTION

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This document outlines the processes related to a **Product Evaluation** for a Web Content Management system for **the State of Utah, Information Technology Services (Utah ITS) and the Utah Department of Health (UDOH)**, using the Interwoven's "TeamSite" suite of products. This evaluation will provide **Utah ITS and UDOH** with an exposure to an enterprise Web Content Management solution, which can be used as the basis for a broader application of content management to its many Web initiatives. This evaluation will also provide **Utah ITS and UDOH** staff with some necessary skills and expertise to evaluate the technical practicality of the TeamSite product and/or other content management products.

This Statement of Work ("SOW") is an estimate of the effort, activities, and pricing required to complete a Product Evaluation based on our current understanding of the project scope, objectives, internal resources, and technical environment at the offices of **Utah ITS and UDOH**. The project managers from Interwoven and **Utah ITS and UDOH** will meet twice per week (at a minimum) to review project plans and status and make adjustments to the plan and resources, as project needs dictate.

Interwoven expects **Utah ITS and UDOH** to participate actively in this project to ensure its success. Customer will provide the full-time services of a technical (system administrator) and Customer will provide business resources (including a project manager) when an Interwoven consultant is at Customer's facilities. Other specific roles, resources and efforts may additionally be determined during project planning. **Utah ITS and UDOH staff and** resources will be solely responsible to produce the final Product Evaluation report.

**Utah ITS and UDOH** will ensure adequate facilities and computing and communication resources necessary for Interwoven staff and products to work productively. For example, Interwoven will require root access to allow the configuration of the system. Otherwise, the full-time presence of a system administrator employed by **Utah ITS and UDOH** will be required to assure that the tasks described in this document can be performed in a timely manner.

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## 2 PROJECT DESCRIPTION

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The Utah State Employees Intranet, **Innerweb** and the UDOH's Intranet, **DOHnet**, will be the web sites tested during this evaluation project. Staff assigned to manage the resource of these two sites, and their ancillary resources, will be assigned to work full time, if necessary on this project

Utah ITS will provide:

- Testing Server , an NT or Solaris machine
- Server Administrator - familiar with the NT or Solaris server
- Communications (Internet), and
- Technical assistance as needed.

UDOH will provide:

- Web Staff - Web designers and Content Contributors
- Web Content and Workflow
- Design software in a variety of types and platforms

DOHnet4, the latest version of the UDOH Intranet will be republished using TeamSite tools. This new release will be managed for \_ weeks, after the installation of TeamSite and its suite of products. This testing period will allow multiple

Content Contributors to go through both an initial design and content changes, so that the full range of tools from TeamSite can be used and tested. A possible database application to test will be the existing Public Health Calendar. The new release of DOHnet will survive after the testing period, with the design tools used by the contributors and templates created during the evaluation project.

The new release of DOHnet will become integrated with Innerweb, in look-and-feel, navigation and content. This will allow other agencies to use the TeamSite suite of products for content management, if the Utah ITS decides to purchase these products after the evaluation.

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### **3 PROJECT OBJECTIVES**

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The primary objective of this consulting engagement is to provide services to support the installation, configuration, customization and operation of Interwoven TeamSite, TeamSite Templating, DataDeploy and OpenDeploy for Customer, so that a Web Content Management Product Evaluation report can be produced.

**Customer** Product Evaluation objectives include:

- Document vital web content management processes
- Increase the efficiency and scalability of key Web content management processes.
- Migrate representative components of the existing Web site content into TeamSite.
- Apply content templating to simplify content creation and promote re-use of common elements.
- Apply content management workflow to structure and manage the content development process.
- Apply content management to automate the deployment of database-driven content.
- Apply deploy features to move content to destination (**Customer**) Web servers.
- Make a recommendation as to the purchase of the Interwoven products for the State of Utah.

## 4 PROJECT COMPONENTS, EFFORT AND TIMELINE

The goal of this Product Evaluation is a solution that is ready to be put into production as a exposure to enterprise wide Web Content Management technology in the **Utah ITS and UDOH** environment. The activities and estimated effort required for this Product Evaluation is shown in the table below.

<b>Fast Forward Activity</b>	<b>Days Effort</b>	<b>Lead</b>	<b>Est Start Date</b>	<b>Est End Date</b>
<b>Core Services Pack</b>	—	=====	—	—
Project Management	—	=====	—	—
Architectural Consulting	—	=====	—	—
Implementation Consulting	—	=====	—	—
<b>Advanced Templating</b>	--	=====	--	--
Architectural Consulting	—	=====	—	—
Implementation Consulting	—	=====	—	—
<b>Advanced Workflow</b>	--	=====	--	--
Architectural Consulting	—	=====	—	—
Implementation Consulting	—	=====	—	—
<b>Application Server Integration</b>	--	=====	--	--
Architectural Consulting	—	=====	—	—
<b>Database Integration</b>	--	=====	--	--
Architectural Consulting	—	=====	—	—
<b>Custom Deployment</b>	--	=====	--	--
Architectural Consulting	—	=====	—	—
<b>Evaluation: Site Launched &amp; Tested</b>				
Content Management Tested				
Server Management Tested				
Content Changes Tested				
<b>Post Production Support</b>	--	=====	--	--
Implementation Consulting	—	=====	—	—
<b>Product Evaluation Report</b>	--	=====	--	--
Report Drafted	--	=====	--	--
Report Published	--	=====	--	--
<b>Product Evaluation Total</b>				
Project Management				
Architectural Consulting				
Implementation Consulting				
Testing, Evaluation and Reporting				

(The effort assigned to each activity is based on standard TeamSite “Fast Forward” Product Evaluation Implementations. These efforts, and the larger project plan, will be revised as needed in the project management status meetings.)

## 5 PROJECT ACTIVITIES AND DELIVERABLES

### Core Services Pack

The core activities to establish the basic infrastructure for content management:

- Content management requirements analysis
- Content management solution design and architecture
- Product installation, configuration, and setup of up to 2 TeamSite branches
- Load of existing content up to 200 MB
- User account setup up to 50 users
- Up to 2 templates created based on out-of-the-box example templates
- Setup of the standard out-of-the-box workflows that ship with TeamSite
- Setup of a standard "Edition-based" deployment
- Project planning and management
- Documentation of key technical and configuration parameters

This Core Phase of the Project will typically take \_ to \_ calendar days, and will start with \_\_\_\_\_ of intense analysis, project planning, and architecture discussions. The end of the project will include a \_to \_ day project and architecture review. Additionally, \_ to \_ days will be spent project planning for the subsequent phases of implementation, as outlined in the previous page.

<u>Advanced Templating</u>	Analysis, design, and creation of a sample set of templates, typically 3-4 custom templates, which serve as a model of the site templating architecture. Documentation of key design and architecture decisions.
<u>Advanced Workflow</u>	Analysis, design, and creation of a custom workflow process, which may serve as a model for additional custom workflows. Documentation of key design and architecture decisions.
<u>Application Server Virtualization</u>	Application server virtualization support for ATG Dynamo, BEA WebLogic, or Microsoft ASP (Active Server Page). Documentation of key design and architecture decisions.
<u>Database Connectivity</u>	Database connectivity services, allowing access to and interaction with existing database sources to be placed under content management, and analysis and design of database content deployment scenarios. Documentation of key design and architecture decisions.
<u>Custom Deployment</u>	Configuration of customized deployment scenarios, including multiple target and multiple stage deployments, and security review of complex deployment scenarios. Documentation of key design and architecture decisions.
<u>Evaluation: Site Launched &amp; Tested</u>	TeamSite and associated suite of tools will become a content management for DOHnet4a. Content will be moved to the UDOH web server, content will be changed by a variety of contributors, servers will be tested, and reports of issues will be kept.
<u>Post Production Support</u>	Post Product Evaluation follow-up consulting services, either on-site or remote, to support additional enhancements, customizations, and fine tuning of the system. May also be used for supplemental documentation and knowledge transfer. To be scheduled and delivered as needed, in minimum half day increments. Sufficient lead time should be allowed to schedule these on-demand services.
<u>Product Evaluation Report</u>	The final evaluation report on this effort for an enterprise wide web content management system will be drafted, presented to management at Utah ITS, UDOH and Interwoven for comments. A final report will be published within ___ weeks of the end of the project.

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## 6 GENERAL

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### 6.1 Services Billing

Interwoven Professional Services shall be provided on a time and materials basis, and are billed upon delivery of the services. Interwoven Professional Services will invoice **Customer** on a monthly basis, or upon project completion, whichever is sooner. Pricing for Product Evaluation Services is outlined in the Order Schedule of the Interwoven Software License Agreement. Fees will be pro-rated to the portion actually delivered to date at the time of invoicing.

Interwoven will document consulting efforts on a daily basis (where a consulting day is equivalent to 8 hours), and use quarter-days as the smallest invoicing unit, rounding to the nearest quarter-day when necessary. On work days that exceed 8 hours, Interwoven will bill for the additional effort.

### 6.2 Expenses

In addition to the Services fees, all travel and living expenses for each Interwoven project resource will be charged to **Customer**. Expenses will include the cost of transport to the work vicinity, local lodging, local transportation, meals, and any other project-specific expenses.

Depending on travel requirements and availability of local consulting resources, costs for travel & expenses (T&E) typically range from 10% to 20% of consulting services fees, although sometimes T&E costs are greater.

### 6.3 Miscellaneous

Payment terms for all Interwoven Invoicing will be Net 30 Days.

The Interwoven Software License Agreement contains any additional Terms & Conditions related to delivery of Interwoven Professional Services.

The professional services performed by Interwoven are for Customer. All project deliverables will be delivered to the State of Utah, Information Technology Services, and the Utah Department of Health, Office of Information Technology.

### Approved:

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Interwoven, Incorporated

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Date

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State of Utah, Information Technology Services

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Date

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Utah Department of Health

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Date